

Memorandum

To: All CEMS Employees
From: Chuck Kearns, Vice President /Chief Operating Officer
Date: August 28, 2009
Re: Bi-weekly Memo

IMPORTANT Paycheck Changes: The following is an excerpt from a recent administrative email:

“We have experienced some issues with pay checks. Due to confidentiality issues around paychecks, it has been decided that *paychecks will be mailed on the Thursday before payday*. We will begin with the September 11th paycheck. This will give employees the time to set up direct deposit if they choose to do so. Please notify your staff of this change immediately.”

I have notified all managers and supervisors of this change and we are also using this Bi-weekly memo to get the information out to each of you.

Fall & Winter 2009, Swine Flu Concerns: The World Health Organization (WHO) recently issued recommendations for antiviral treatment of both seasonal and the novel swine flu. The guidelines represent a consensus reached by an international panel of experts. The WHO predicts an 'explosion' of swine flu this Fall and Winter.

I recently returned from the Department of Homeland Security (DHS) in Washington. I was invited to be a member of a panel which included DHS, the Center for Disease Control (CDC), FEMA and the U.S. Public Health Service (PHS), designing guidance and recommendations for EMS Practitioners to minimize their exposure to the flu this Fall.

Since the emergence of the novel H1N1 swine flu in Mexico and the U.S. five months ago, the virus has affected 168 countries on all continents. More than 160,000 infections have been confirmed and the true figure could well be 10 times that if cases have gone undetected. This flu spreads very well. The WHO has declared the swine flu strain a pandemic, as it has spread quickly and killed 1,800 people worldwide through last week. This is actually considered a fairly low fatality rate so far. For reference, ordinary flu kills about 250,000 to 500,000 people each year.

Worldwide, most patients infected with the pandemic virus experience typical influenza symptoms and fully recover within a week (seven days), even without any form of medical treatment. There is generally a two day incubation period and then the flu symptoms last about five more days. The majority of the flu sufferers are young, healthy people between the ages of five (5) and 55 years old.

International attention has now focused on how the pandemic is progressing in southern hemisphere countries such as Australia, and those in South America which are experiencing winter and their flu season.

In coming Bi-weekly memos, I will give you the most current recommendations from both the CDC and FEMA, on how to help protect you and your family from catching the flu.

Anonymous Hotline: If you have concerns about billing practices or patient privacy issues call (877) 471-2422. This number goes directly to the Corporate Compliance Officer. There is no need to give your name.

Upcoming CAAS Site Reviews: In the next three weeks, review teams from the Commission on Accreditation of Ambulance Services (CAAS) will arrive to inspect both CEMS (August 27 & 28) and Healthlink (September 17 & 18). The site teams will determine if our record-keeping, facilities, vehicles, maintenance, communications center, policies, internal communications with all staff members and external communications meet the industry's gold standard.

Upcoming CAAS Applications: Both Community Ambulance Service of Ohio and Beaumont Medical Transportation Service's (BMTS) accreditation applications have recently been filed with the Commission. We expect site reviews for both CAS and BMTS before the end of this year. By the time this memo is distributed, the CAAS Site Review Team will be at CEMS! The next companies up for the CAAS application process are DMC Care Express and Scott & White in Texas.

Thank you for your assistance in helping us achieve CAAS Accreditation for our family of companies!

From your Operations Manager

Volume and Financial Performance

As reported in July, volume for the year remains far below the budgeted volume of 41 billables per day. In July, REMS experienced volume of 36 billables per day and a margin of just under \$6k, well below the financial target provided to our board of directors. Volume has been on a slight increase from McLaren and our crews are responsible for much of this. Positive attitudes go a long way in improving our perception and subsequently a facilities desire to do business with us. To those of you that have been stepping up to the plate to help in such improvement, thank you.

As a result of our current financial shortfalls, future capital equipment scheduled for this fiscal year has been placed on hold. These items will be carryover to the new fiscal year which starts on October 1, 2009. In the meantime, please be cognizant of your documentation practices. They are in fact critical to our ability to bill for our services and turn paperwork into paper money.

GCMCA too recognizes that issues such as the number of providers in the county, number of 24 hour bases and the overall economy and its impact on insured patients are having effect on each systems ability to remain viable. Recently they have begun considering the potential of changing some of the rules related to 24 hour stations and how they should be staffed. We will keep you posted on this item as well.

Congratulations to the Following Crew:

Cory Kraus and Matthew Poehner received accolades from a recent patient and their family. Recently Cory was recognized for his documentation by Dr. Polito and the QA department. Keep up the good work guys.

Human Resources

Penny D'Autremont will be joining the REMS team beginning next week as a part time human resources generalist. Penny has been with CEMS for over a year and has a strong background in HR and workers compensation processing. Penny will be scheduled at REMS at REMS 11 days per month and a schedule will be made available soon for your convenience.

Full Time Healthcare Benefits

If you have not filled out the healthcare paperwork needed, please get with your supervisor right away. It is essential that you do so to avoid any problems with processing claims. Remember the recently announced change will not impact you financially.

Hospital Turn Around Times

Please remember to complete the log for all patients entering the hospital system through the emergency department on the provided logs. These logs should be included daily in your billing packets. They will be collected at station 30 and forwarded to Medical Control as requested.

Interfacility Transfers

GCMCA earlier this week issued a mandate that NO transfer could occur by any GCMCA provider that both begins and ends outside of the county. If a call starts in Genesee County but ends up outside the county that is fine. If a call starts outside the county but ends in Genesee County that too is fine. This decision will have little impact on REMS but if asked to perform such a transfer, please get with your supervisor immediately before taking the call.

O2 Tanks

Earlier this week we posted a message on eCore regarding the need to limit your portable tanks to one. That tank is to be secured to the head of the stretcher. This is in response to a recent visit to one of our station by an inspector from MIOSHA. She has determined that we cannot allow the storage of tanks below the bench seat. While we look at alternatives to the storage of these tanks that meet the requirements, we ask that you limit your portables to the state minimum of one per truck. As part of our agreement with MIOSHA, we will be inspecting trucks for compliance to this mandate. Thank you in advance for your cooperation.